



# DeliveryBox™ Terms & Conditions

These terms and conditions apply to An Post's DeliveryBox™ Service ("the DeliveryBox™ Service"). In these terms and conditions "You" and "Your" refer to you the Applicant for the DeliveryBox™ Service and "We", "Us" and "Our" refer to An Post, having its registered office at General Post Office, O'Connell Street Lower, Dublin 1, D01 F5P2 and our agents, contractors and/or subcontractors.

1. Participation in the DeliveryBox™ Service is offered by Us to all applicants who meet the Eligibility Criteria. Participation is strictly subject to availability and is subject to a first come-first served basis for applicants who meet Eligibility Criteria.
2. The Eligibility Criteria:
  - a. You must be aged 18 years or over;
  - b. Your signed application form must be completed in full and received by Us. The postal address for your home/ premises must match the address identified by Us as an address eligible for participation in the DeliveryBox™ Service ("Eligible Postal Address");
  - c. You must be authorised to make an Application in respect of ALL mail addressed to ALL individuals at the Eligible Postal Address.
3. In consideration of You meeting the Eligibility Criteria, paying the relevant fee and Your selection by Us at Our absolute discretion for participation in the DeliveryBox™ Service, You will be supplied with and own the DeliveryBox™.
4. You consent to Us accessing Your DeliveryBox™ at all times for all mail purposes including but not limited to inspection of Your DeliveryBox™, the provision of delivery services to Your DeliveryBox™ for all mail addressed to the Eligible Postal Address and the simultaneous collection of mail from Your DeliveryBox™, and any other related purposes.
5. You will be provided with 2 keys for your DeliveryBox™ both of which are unique to Your DeliveryBox™ and for which You alone are responsible.
6. Your DeliveryBox™ contains a unique barcode which may be scanned by Us when We open and deliver a mail item to Your DeliveryBox™. The barcode can only be accessed when Your DeliveryBox™ is open. Any damage or defect to the barcode must be brought to Our attention by You as soon as possible.
7. If for any reason You cannot gain access to Your DeliveryBox™ You must contact Us as soon as possible.

## Special conditions and exclusions

8. Subject to Condition 9, ALL postal items addressed to the Eligible Postal Address may be delivered by Us to Your DeliveryBox™. Mail items sent by Registered Post to the Eligible Postal Address will not be delivered to the DeliveryBox™ and are excluded from the DeliveryBox™ Service.

9. The DeliveryBox™ may only be used for the delivery of mail addressed to the Eligible PostalAddress. Where Your DeliveryBox™ is full and/or a mail item cannot be safely deposited in the DeliveryBox™, or if the DeliveryBox™ is not readily accessible and/or if the DeliveryBox™ is moved from the location in which it was installed, We will deliver mail items by ordinary course of postal delivery.
10. The DeliveryBox™ Service begins when We notify You of it. The DeliveryBox™ must be readily accessible by Us at all times and must be installed at Your home/ premises in accordance with DeliveryBox™ Installation Requirements which We will provide to You. You must sign and return the DeliveryBox™ Activation Card, a copy of which will be provided to You. If You do not sign the DeliveryBox™ Activation Card, Your DeliveryBox™ Service cannot be activated to begin deliveries by Us.
11. Once registered and activated at an Eligible Postal Address the DeliveryBox™ cannot be removed and installed at a new address. If moving house You should notify Us in writing at the address below in order to deactivate the service. The new home owner can contact An Post in order to reactivate the DeliveryBox™ in their name. Where a DeliveryBox™ is deactivated we will deliver mail items in the ordinary course of postal delivery.
12. In the event your DeliveryBox™ is damaged or stolen you must inform Us in writing at the address below\*. You can purchase a new DeliveryBox™ at a discounted price.
13. If You have misplaced both keys to Your DeliveryBox™ they can be replaced by completing a DeliveryBox™ Owner Key Replacement Form which must be returned to Us with the relevant fee. While You do not have access to your DeliveryBox™ it will be deactivated and all mail will be delivered in the ordinary course of postal delivery. Once the DeliveryBox™ Owner Key Replacement Form and fee have been received Your DeliveryBox™ will be reactivated and service will continue as normal. In the event only one key is missing You must also complete a DeliveryBox™ Owner Key Replacement Form which must be returned to Us with the relevant fee. We will send You a replacement key for Your DeliveryBox™. Service will continue as normal to your DeliveryBox™.

## Termination – Removal of DeliveryBox™

14. We reserve the right at Our absolute discretion to discontinue the DeliveryBox™ service at any time.
15. We reserve the right to amend these Terms and Conditions at any time by writing to You or by publishing a new set of terms and conditions on [www.anpost.ie](http://www.anpost.ie).
16. If You wish to discontinue deliveries to Your DeliveryBox™ You must do so in writing to An Post at the address below\*.

## Liability & Indemnity

17. Limitation on Liability: Our liability for any direct loss or damage arising from this agreement is limited to €500. We will not be liable, in any event, for any consequential or indirect loss or damage including, without limitation, loss of income, profits, interest, utility or loss of market, however arising in respect of the DeliveryBox™ Service and/or Your use, ownership, possession or otherwise of the DeliveryBox™. Nothing in this clause shall limit Our liability for death or personal injury arising from Our own negligence or that of Our employees, agents or subcontractors.
18. This agreement is governed by the laws of Ireland and is subject to the exclusive jurisdiction of the Irish courts.
19. Where the applicant is a limited company this form must be signed by the Company Secretary and one other Director. In the case of partnerships, the signature of each partner is required (attach details on a separate piece of paper, if necessary).
20. We reserve the right to communicate with You at the company registered address (for companies) or at the Eligible Postal Address. You consent to Our contacting You on the phone number supplied on Your application form for all purposes including surveys relating to DeliveryBox™. Every day that We deliver mail to Your DeliveryBox™ We will send You a "You've got mail" email to the email address provided by You.
21. In these terms and conditions "Ordinary course of postal delivery" means delivery to a letter box at the Eligible Postal address or by leaving a "Sorry we missed you" notice at Your premises.

\*National DeliveryBox™ Control Centre,  
2B, An Post, General Post Office,  
O'Connell Street Lower,  
Dublin 1, D01 F5P2.

